



**GENERAL SERVICES ADMINISTRATION (GSA)  
OFFICE OF INTERNAL ACQUISITION (OIA)**

**REQUEST FOR QUOTATION (RFQ) No: 47HAA018Q0306**

**PROJECT AND OPERATIONS MANAGEMENT SUPPORT SERVICES**

***This Request for Quote is issued to all active  
Service Disabled Veteran Owned Small Businesses and  
Women Owned Small Businesses  
under the following GSA's Professional Services Schedule (00Corp) SIN:***

***SIN 874-7 Integrated Business Program Support Services***

***100% SDVOSB and WOSB Small Business Set-Aside***

***NAICS Code: 541611 Administrative Management and  
General Management Consulting Services***

**August 14, 2018**

**Amended August 21, 2018**

**Quotations Due By NLT ~~45~~:00 PM EST, August ~~28~~29, 2018**

**Questions Due By NLT Noon EST, August 17, 2018**

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## **SECTION I Letter to Interested Professional Service Schedule SIN 874-4 Holders**

To Whom It May Concern:

The General Services Administration (GSA), Office of Government-wide Policy, has identified a need for comprehensive logistical support for program operations in the areas of day to day administrative support, meeting, conference and project management support.

As such, this Request for Quotation (RFQ) is issued to GSA's Professional Services Schedule (00Corp) on SIN 874-7 (Integrated Business Program Support Services) to Service Disabled Veteran Owned Small Business (SDVOSB) and Women-Owned Small Business (WOSB) holders. The RFQ summary is as follows:

- (1) Statement of Objectives for **Project and Operations Management Support Services**
- (2) Task Order Type: Hybrid (Firm-Fixed-Price (FFP)/Labor-Hour (LH))
- (3) Performance Period: One-year base period with four (4) one-year option periods
- (4) Questions Due by NLT 12:00 PM EST, August 17, 2018
- (5) Quotations Due By NLT ~~45:00~~ **4:00** PM EST, August ~~2829~~ **29**, 2018

All electronic quotation submissions shall only be made via GSA's electronic buying system, e- Buy. Any corrupt or unreadable documents shall not be considered for evaluation purposes. Any files not received by the cut-off date and time specified herein shall be deemed late and shall not be considered for evaluation.

If you have any questions regarding this RFQ, please contact GSA points of contact listed below.

**GSA Contracting Officer (Alternate POC):**

Nina Malakouti-Zamir, E-mail: [nina.malakouti@gsa.gov](mailto:nina.malakouti@gsa.gov), Tel.: (703) 605-2742

**GSA Contract Specialist (Primary POC):**

Natalia Belinsky, E-mail: [natalia.belinsky@gsa.gov](mailto:natalia.belinsky@gsa.gov) Tel.: (202) 694-2996

**OGP Contracting Officer Representative (COR) Primary:**

Latosha Frink, E-mail: [latosha.frink@gsa.gov](mailto:latosha.frink@gsa.gov), Tel: (703) 596-2056

**OGP Contracting Officer Representative (COR) Alternate:**

Anethra Facione, E-mail: [anethra.facione@gsa.gov](mailto:anethra.facione@gsa.gov), Tel: (202) 208--4127

## SECTION II Solicitation Information

### 1.0 TYPE OF AWARD

The Government contemplates a multiple-award of up to two (2) Hybrid (Firm-Fixed-Price (FFP)/Labor Hour (LH)) Task Order(s) against an eligible GSA Professional Services Schedule (PSS) contract in accordance with FAR Subsection 8.405-2. **The RFQ is a set aside for SDVOSB and WOSB as long as the quotation is determined to fully meet and/or exceed all technical/non-price and price evaluation factors set forth in this RFQ and award is determined to be in the Government's best interest.**

It is expected that Vendors will submit Quotations in accordance with the procedures and requirements identified in this Solicitation in accordance with their PSS Contract. This procurement will be competed among Service Disabled Veteran Owned Small Business (SDVOSB) and Women-Owned Small Business (WOSB) small business GSA PSS Contract holders on the SIN listed on the cover page of this RFQ on an unrestricted basis.

It is the Government's intent to award up to two (2) Task Order(s) assuming the quotation has met, or exceeded, the Government's requirements in the evaluation process for best value.

### 2.0 SUBMISSION INFORMATION

Responses to this RFQ shall be submitted in electronic format via GSA's electronic buying system, e-Buy, to the attention of GSA Contracting Officer for this RFQ. Quotations shall not be submitted to any other parties and by any other means. Vendors are herein notified that any corrupt or unreadable documents shall not be considered for evaluation purposes. Any files not received by the RFQ closing date and time specified herein shall be deemed late and not considered for evaluation.

*Questions pertaining to this RFQ shall be submitted by NLT 12 PM EST, August 17, 2018, to the attention of GSA POCs identified in Section I above. Questions received after this cut-off date shall be addressed only at the discretion of the Contracting Officer. The Government intends to provide responses to questions no later than 3 business days prior to the RFQ due date.*

#### **2.0.1 Format**

No paper (hard copy) quotations shall be accepted. All submitted electronic documents shall be in PDF, MS Word and MS Excel format. Each page in the submitted documents shall fit on 8 ½" X 11" paper size, with all text single-spaced, using font size no less than 11 points with the exception of graphics and tables, which shall be no less than 9 points. All text and graphics shall be legible. Technical Quotation, Price Quotation, and Price Schedule Worksheet shall be submitted as separate volumes (file attachments) in accordance with instructions in RFQ Section 3.0 No pricing information shall be included in the Technical Quotation. Page limits are not inclusive of cover page and table of contents.

## 2.0.2 Minimum Requirements

Vendors responding to this RFQ shall meet the following minimum requirements. Quotations that fail to meet any one of these minimum requirements shall not be further evaluated and shall be deemed ineligible for award.

1. Submit complete quotation documentation in accordance with RFQ instructions.
2. Proposed prices shall be in accordance with the vendor's GSA's Professional Services Schedule (00Corp) on 874-7 (Integrated Business Program Support Services). The Government is seeking additional discounts off of vendor's schedule contract prices.
3. Quotation shall identify Data Universal Numbering System (DUNS) Number for all team members (including Subcontractors) and each shall have current System for Award Management (SAM) registration as of the time of quotation submission with no active exclusions.
4. The cover page must identify whether a vendor qualifies as a SDVOSB or a WOSB small business under its GSA Schedule contract.

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## 2.1 QUOTATION CONTENT

Vendors are requested to provide a submission that is in accordance with the instructions in this RFQ, including the Evaluation Factors for Award section.

All vendor Quotations must include the data elements and information as follows.

### 2.1.1 PART 1 (Technical Quotation) (~~3045~~ Page Limit)

The Technical Quotation and Price Quotation shall be submitted as separate volumes. The Technical Quotation shall consist of a narrative sections for each of the Technical Evaluation Criteria listed in the table below. Each narrative section must address the vendor's response to the respective Technical Evaluation Criteria for the Task Order. Page limits for each evaluation factor are provided and are inclusive of each evaluation sub-factor.

TECHNICAL QUOTATION	SOO SECTION	PAGE LIMIT
<b>Factor 1 (Technical/Management Approach)</b>	<b>4.0 and 11.0</b>	<del>2035</del> Pages Total
Technical Approach	4.0	<del>405</del> Pages
Management Approach	4.0	<del>65</del> Pages
<u>Draft Project Management Plan</u>	<u>19.2</u>	<u>10 Pages</u>

Format

<u>Draft</u> Quality Assurance <u>SurveillanceControl</u> Plan	11.0	4 <u>5</u> Pages
<u>Performance Work Statement (PWS)</u>	<u>4.0</u>	<u>10 Pages</u>
<b>Factors 2A (Key Personnel) and 2B (Past Experience and Performance)</b>	<b>6.6</b>	<b>10 Pages Total</b>
Key Personnel (Narratives and Bios)	6.6	4 Pages for Narratives and Bios
Key Personnel (Resumes and Letters of Commitment)	6.6	2 pages per Key Personnel Resume, 1 page for Letter of Commitment (not included in page count)
Past Experience and Performance	N/A	6 pages (2 page limit per example)

### **2.1.2 PART 2 (Price Quotation) (10-Page Limit)**

The Price Quotation shall be separate from the Technical Quotation. The Price Quotation shall consist of the following:

1. Cover Letter;
  - a. DUNS Number;
  - b. Tax ID Number
  - c. Identify whether a vendor qualifies as a SDVOSB and/or WOSB under its GSA Schedule contract.
2. Price Schedule with proposed pricing for each objective identified in the Statement of Objectives for the base and four (4) option periods using attached price schedule template in MS Excel format; (Vendors may provide additional price breakdowns and explanations to support their quoted price in accordance with the manufacturer's commercial pricing practices).
3. Listing of any proposed discount(s) from vendors' GSA schedule contract prices, as applicable;
4. Acknowledgement of Amendments, as applicable; and,
5. Statement that the Quotation shall remain valid for a minimum of ninety (90) days.

Price Quotation	SOO Section	Page Limit
<b>Factor 3: Price</b>	<b>N/A</b>	Price quotation narrative limited to 10 pages (page limit does not apply to mandatory MS Excel price schedule template)

## 2.2 QUOTATION EVALUATION

The Government will evaluate the quotations based on the following phases and evaluation factors, in descending order of importance. The Government will award up to two (2) task order(s) resulting from this solicitation to the responsible vendor whose quotation is determined as conforming to the solicitation and as the most advantageous to the Government, price and other factors considered.

Phase	Description	Required Rating to Proceed	If Vendor Achieves Required Rating	Format
<b>Phase 1</b>	<b>2.2.1 Technical/Non-Price Evaluation (Evaluation Factor 1)</b>			
	Evaluation Factor 1 (Technical/Management Approach)	Acceptable or higher	Advance to Phase 2 (Evaluation of Factors 2A & 2B)	
<b>Phase 2</b>	<b>2.2.2 Technical/Non-Price Evaluation (Evaluation Factors 2A and 2B)</b>			
	Evaluation Factor 2A (Key Personnel) & Evaluation Factor 2B (Past Experience and Performance)	Acceptable or higher	Advance to Phase 3 (Price Evaluation) (Establish vendor shortlist for Phase 2)	
<b>Phase 3</b>	<b>2.2.3 Price Evaluation</b>			
	Evaluation Factor 3 (Price Evaluation)	Verified Consistency with GSA Schedule Contract, conducted competitive price analysis among vendors		
<b>Award Determination</b>				
	Best-Value Trade-Off			

### 2.2.1 PHASE 1: Technical/Non-Price Evaluation (Evaluation Factor 1 - Technical and Management Approach)

TECHNICAL EVALUATION	
PHASE 1: TECHNICAL and MANAGEMENT APPROACH	
Evaluation Factor 1 - Technical and Management Approach	
Brief Description	Page Limit
Technical Approach	<del>405</del> Pages
Management Approach	<del>65</del> Pages
<u>Draft Project Management Plan</u>	<u>10 Pages</u>
<u>Draft Quality Assurance Surveillance Control</u> Plan	<u>45</u> Pages
<u>Performance Work Statement (PWS)</u>	<u>10 Pages</u>

The Government will assess whether the vendor has proposed a solid, technically sound



approach and methodology for meeting and/or exceeding all of the requirements as outlined in the SOO.

Specifically, the Government will evaluate the following aspects in the quotation response for Evaluation Factor 1:

**1. Technical Approach:** The vendors must demonstrate their proposed overall approach for meeting the requirements by addressing the following: ~~(10 page limit):~~

- a. The Vendor's level of knowledge, capacity, and similar previous experience delivering the services defined in the SOO Section 4.0.1 , Project Management Support and 4.0.2 Operations Management Support to OGP Business Lines described in SOO Section 2.0, by providing comprehensive logistical support for program operations in the areas of day to day administrative support, meeting, conference and project management support.
- b. Vendor shall describe the approach to providing the services described in (SOO Section 4.0) ~~to OGP Business Lines described in SOO Section 2.0~~. The approach should address the specific methods and techniques which will be utilized to complete objectives identified in SOO Section 4.0. The Vendor shall use the information identified in the SOO to determine the appropriate skills, qualifications, and management needed for the solution.

**2. Management Approach**

- a. Team composition and staffing approach (SOO Section 6.0) ~~(6 page limit):~~
  - i. Vendors must describe the organizational structure of their proposed Task Order program team, along with the names, qualifications and roles of the team members. An organizational chart for the proposed program team must also be provided (not included in page count for this section). The Vendor shall use the information identified in the SOO to determine the appropriate skills, qualifications, and management needed for the solution.
  - ii. Vendors must address their approach to efficiently staffing the task order with qualified personnel for unanticipated surges in support demand. Vendor must specifically address how they will handle performance of multiple tasks simultaneously as well as any staff turnover and replacements.
  - iii. Vendors must address standard team composition for each objective and Business Line in the SOO Section 2.0 and 4.0.
  - iv. Quality Assurance Surveillance Draft Project Management Plan (SOO Section 19.2)
- b. Draft quality Control Plan (SOO Section 11.0) ~~(4 page limit)~~: Vendor must provide a plan for monitoring compliance with the SOO and quality across objectives. Plan must demonstrate ability to control risk and identify management issues. Response must also demonstrate evidence of sufficient planning to show that work will be accomplished as required and on schedule (SOO Section 9.0), utilizing all available resources.

***Any quotation that fails to receive an overall rating of "Acceptable" or higher for the Technical Quotation - Phase 1 will be found ineligible for award. Accordingly, such quotations will not proceed to Phase 2.***

## **2.2.2 PHASE 2: Technical/Non-Price Evaluation (Evaluation Factor 2A (Key Personnel) and 2B (Past Experience and Performance))**

<b>TECHNICAL EVALUATION PHASE 2: KEY PERSONNEL AND PAST EXPERIENCE AND PERFORMANCE</b>	
<b>Evaluation Factor 2A - Key Personnel</b>	
<b>Brief Description</b>	<b>Page Limit</b>
Key Personnel Narrative and Bios	4 Pages
Key Personnel Resumes and Letters of Commitment	(Not Included in Page Count for Technical Quotation; NTE 2 Pages per Resume, NTE 1 Page per Letter of Commitment)
<b>Evaluation Factor 2B: Past Experience and Performance</b>	
Past Project Examples and Performance	6 Pages (2 page limit per example)

### **EVALUATION FACTOR 2A: KEY PERSONNEL**

Vendors must propose key personnel as part of their technical quotation as defined in SOO Section 6.6 (Key Personnel). The vendors will be evaluated on their key personnel's skills, experience, and qualifications.

1. Vendor must provide a brief narrative and (1 paragraph) biography for each of the key personnel selected (4 pages maximum)
2. Vendor must provide resumes for key personnel that demonstrate that the individuals meet the requirements stated in Section 6.0 of the SOO (2 page limit per resume, provide as appendices). Each key personnel must have a signed letter of commitment to serve in their proposed role for 1 year from the date of the Task Order award.

### **EVALUATION FACTOR 2B - PAST EXPERIENCE AND PERFORMANCE**

Past experience and performance shall demonstrate the Vendor's specific work history experience in successfully accomplishing all objectives in the RFQ and SOO for efforts of similar size and scope. Examples may be for Government or industry customers.

Vendor shall provide three (3) recent (within the past three (3) years) and relevant past performance examples that include a brief description of the work performed and its relevance to this SOO, as well as the duration, size, scope, and dollar value of the referenced work. At a minimum, one (1) example must include project management and operations support provided for government-wide program offices with over 15+ project areas in collaboration federal staff of 50+ people . At a minimum, one past performance example must be work completed by the vendor that is submitting the quotation, if in a teaming arrangement, the team lead. Vendor's past performance shall reflect knowledge and applicable experience with the requirements. Identify for each reference a point of contact, including full name, phone number, and email address. Federal or industry customer point of contact must be an individual with direct knowledge of the work performed and deliverables provided.

Past performance information from all sources will be utilized to determine the quality of the vendor's past performance as it relates to the probability of success of the required effort. In

conducting the past performance assessment, the Government may use data obtained from other sources as well as those provided in the quote. The Government reserves the right to check the past performance of any proposed team members and include the results in its assessment.

***Any quotation that fails to receive an overall rating of “Acceptable” or higher for Phase 2 will be found ineligible for award. Accordingly, such quotations will not proceed to Phase 3 (Price Evaluation).***

#### **2.2.2.1 Adjectival Ratings for Evaluation Factors 1 (Technical/Management Approach) and 2A (Key Personnel)**

The Government will review the technical/management approach, key personnel, and past performance summaries. The technical/management approach is the most important and heavily weighted factor, followed by the key personnel and then past performance. The highest rated vendors will advance to Phase 2.

Technical/Non-Price Evaluation Factors will be assigned a rating using the adjectival ratings/definitions with a combined technical/risk rating methodology. The combined technical/risk rating includes consideration of risk in conjunction with the strengths, weaknesses, and deficiencies in determining technical ratings.

An unacceptable rating received for any of these factors will render the quotation unacceptable for further consideration in the selection process.

Combined technical/risk evaluations shall utilize the combined technical/risk ratings as listed in the Table below.

<b>Factor 1 (Technical/Management Approach) and Factor 2A (Key Personnel)</b>	
<b>Adjectival Rating</b>	<b>Description</b>
Outstanding	Quotation consistently meets and exceeds the requirements and indicates an exceptional approach and understanding of the requirements. Quotation contains several significant strengths and there are no weaknesses or any identifiable risks.
Good	Quotation meets requirements and indicates a sound approach and understanding of the requirements. Quotation contains several strengths that far outweigh one or two identified weaknesses. There are no identifiable risks of unsuccessful performance.
Acceptable	Quotation meets requirements and indicates an adequate approach and understanding of the requirements. Strengths and weaknesses are offsetting. Risk of unsuccessful performance is minimal.
Marginal	Quotation does not clearly meet requirements and failed to demonstrate an adequate approach and understanding of the requirements. The quotation has several significant weaknesses and no identified strengths. Risk of unsuccessful performance is high.
Unacceptable	Quotation failed to meet requirements and contains one or more deficiencies and several significant weaknesses. Identified deficiencies and weaknesses cannot be remediated without a major revision of the quotation. Risk of unsuccessful performance is unacceptably high.

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### 2.2.2.2. Adjectival Ratings for Evaluation Factor 2B (Past Experience and Performance)

Evaluation Factor 3 will be evaluated according to the following ratings:

The evaluation of past experience and performance results in an assessment of the Vendor's probability of meeting the requirements outlined in the Statement of Objectives. This evaluation considers each Vendor's demonstrated recent and relevant experience regarding the services that meet the requirements outlined in the Statement of Objectives, and how well the Vendor performed in providing those services. One performance confidence assessment rating is assigned for each Vendor after evaluating the Vendor's recent past performance, focusing on performance that is relevant to the requirements outlined in the Statement of Objectives. Recent is defined as work performed with the last three years. Past performance must be recent and relevant to be considered.

There are two aspects to the past experience and performance evaluation.

The first is to evaluate the Vendor's experience to determine how relevant a recent effort accomplished by the Vendor is to the effort to be acquired through the Task Order. Common aspects of relevance include similarity of service/support, complexity, dollar value, task order type and degree of subcontracting/teaming.

There are four levels of relevance shown below. With respect to relevance, more relevant past experience will typically be a stronger predictor of future success and have more influence on the past performance confidence assessment than past experience of lesser relevance.

The table below illustrates the past experience relevance ratings rationale that will be applied as follows to relevance of past performance:

Past Experience Relevance	
Adjectival Rating	Definition
Very Relevant	Present/past experience involved essentially the same scope and magnitude of effort and complexities this solicitation requires.
Relevant	Present/past experience involved much of the magnitude of effort and complexities this solicitation requires.
Somewhat Relevant	Present/past experience involved some of the scope and magnitude of effort and complexities this solicitation requires.
Not Relevant	Present/past experience involved little or none of the scope and magnitude of effort and complexities this solicitation requires.

Format

The second aspect of the past performance evaluation is to determine how well the Vendor performed on the contracts. Sources of Past Performance Information for Evaluation are as follows:

- Past performance information may be provided by the Vendor, as solicited.
- Past performance information may be obtained from any other sources available to the Government, to include, but not limited to, CPARS, PPIRS, and FAPIIS, Electronic Subcontract Reporting System (eSRS), or other databases; interviews with Program Managers, Contracting Officers, and Fee Determining Officials; and the Defense Contract Management Agency.

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The evaluation team will review this past performance information and determine the quality and usefulness as it applies to performance confidence assessment. *Past Performance Confidence*

**Assessment:** In conducting a performance confidence assessment, each Vendor shall be assigned one of the ratings in the table below. (Reference FAR 15.305(2) for information on assigning an unknown/neutral confidence rating.)

Past Performance Confidence	
Adjectival Rating	Description
Substantial Confidence	Based on the Vendor's recent/relevant performance record, the Government has a high expectation that the Vendor will successfully perform the required effort.
Satisfactory Confidence	Based on the Vendor's recent/relevant performance record, the Government has a reasonable expectation that the Vendor will successfully perform the required effort.
Limited Confidence	Based on the Vendor's recent/relevant performance record, the Government has a low expectation that the Vendor will successfully perform the required effort.
No Confidence	Based on the Vendor's recent/relevant performance record, the Government has no expectation that the Vendor will be able to successfully perform the required effort.
Unknown Confidence	No recent/relevant performance record is available or the Vendor's performance record is so sparse that no meaningful confidence assessment rating can be reasonably assigned.

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### **2.2.3 PHASE 3: Price**

Price evaluations will be conducted in accordance with Federal Acquisition Regulation (FAR) Part 8.405-2(d). Award will be made to the Vendor whose price quotation represents the best value to the Government. Vendors' price quotations will be evaluated to determine total price reasonableness and best value to GSA. ~~Prices that are excessively high or low may be considered unreasonable, and may receive no further consideration.~~ Prices will be evaluated to ensure consistency with the Vendor's GSA schedule.

The Government will evaluate the quoted total price for the total period of performance (one- year base and four (4) one-year options) to be consistent with prices as approved in the vendor's schedule contract, demonstrates ability to fully meet the objectives listed in Section 4.0 of the SOO, and to determine whether the proposed price is fair and reasonable in terms of quoted labor mix and level of effort. .

The price Quotation will be evaluated for consistency and understanding of the requirements set forth in this RFQ and SOO.

GSA will confirm that the rates in the Quotation are accurate when compared to the vendor's current schedule contract. Quotations containing inaccurate pricing information will be deemed ineligible for award and may not be further evaluated.

***GSA is seeking additional discounts over Contract discounts for use under this RFQ.***

Open market items may be included on the vendor's price quotation but must be clearly marked and incidental to other items available on the vendor's GSA Schedule Price list.

## **2.3 BEST VALUE EVALUATION PROCESS**

Quotations must demonstrate a clear understanding of the nature and scope of the work required. Failure to provide a responsive, reasonable, and complete Quotation may result in a Quotation receiving no further evaluation and be determined ineligible for award.

Award of up to two (2) Firm-Fixed-Price (FFP) / Labor-Hour (LH) Task Order(s) will be made to the responsible vendor whose Quotation conforms to the requirements outlined in this RFQ and SOO and is determined to represent the best value to the Government in terms of technical merit and proposed price. Tasks will be awarded based on the highest evaluation consensus rating for each task among the two top ranked vendors for each task.

Vendors should note that technical/non-price factors, when combined, are significantly more important than price. The technical/non-price evaluation factors are listed in descending order of importance. To receive consideration for price evaluation, a rating of no less than "Acceptable" must be achieved for all technical/non-price factors/criteria.

However, as Quotations become more equal in terms of technical/non-price evaluation factors, price will become a more important factor.

Vendors must meet all the requirements for the technical/non-price factors in order to move forward with the price evaluation phase.

The Government intends to award without discussions. PSS vendors shall provide their best, complete Quotation upon initial submission. The Government reserves the right to hold discussions if deemed necessary by the Contracting Officer.

Government-employee representatives from the requiring program office shall provide technical evaluation of all Quotations based on the Quotations/documentation provided. The evaluations will be based on the evaluation criteria set forth above.

## **2.4 ASSUMPTIONS**

All assumptions shall be evaluated as part of the individual factor to which they apply. The Government reserves the right to reject any quotation that includes any assumption that may impact satisfying the Government's requirements. Option years are based on funding availability. The Government reserves the right not to exercise any option year(s) if determined to be in the best interest of the Government.

## **2.5 EVALUATION OF OPTIONS**

For award purposes, in addition to the vendor's response to the base period requirements, the Government will evaluate the vendor's Quotation in response to all RFQ option periods. Evaluation of the option periods will not obligate the Government to exercise the options.

## **SECTION III Statement of Objectives**

### **3.0 GENERAL**

See attached GSA Project and Operations Management Support Services Statement of Objectives (SOO)



## SECTION IV Task Order Level Terms and Conditions

### 4.0 GENERAL

The terms and conditions provided for in the vendor's Professional Services Schedule Contract are incorporated in this requirement. All order of precedence issues shall be governed by FAR 52.212-4(s), as supplemented and deviated from in GSAR 552.212-4.

#### **4.0.1 Period of Performance**

As indicated in the Statement of Objectives (SOO), the Government desires services for one (1) year base period (Date of Award + 12 months) plus four (4) one-year (12 months each) option periods. Options, if determined required, shall be exercised in accordance with applicable regulations.

#### **4.0.2 Task Order Award**

Award of the resultant Task Order(s) shall be made via a bilaterally signed SF1449. Award shall consist of mandatory FFP Contract Line Item Numbers (CLINs) and Optional LH CLINs for Project and Operations Management Support Services covering the Base Year and Option Years.

### 4.1 TASK ORDER LEVEL CLAUSES:

In addition to the clauses set forth therein the Contractor's Professional Services Schedule (00Corp) on SIN 874-7 (Integrated Business Program Support Services), the following additional task order level clauses are herein made a part of, and pertain to, any resultant contractual action for this Task Order.

#### **4.1.1 Task Order Level Clauses Incorporated by Reference:**

##### **FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at these addresses.

- (a) Federal Acquisition Regulation: <https://www.acquisition.gov/far/>

The following clauses are incorporated by reference, and made a part of, the resultant task order:

Clause No	Title	Date
52.217-5	EVALUATION OF OPTIONS	JULY 1990
52.219-6	NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE	NOV 2011
52.245-1	GOVERNMENT PROPERTY	APR 2012
52.237-3	Continuity of Services	JAN 1991
52.244-6	Subcontracts for Commercial Items	NOV 2017
52.228-5	Insurance- Work on a Government Installation	JAN 1997
52.232-18	Availability of Funds	APR 1984
52.232-19	Availability of Funds for Next Fiscal Year	APR 1984



52.232-22	Limitation of Funds	APR 1984
52.232-38	Submission of Electronic Funds Transfer Information with Offer	JULY 2013
52.204-10	Reporting Executive Compensation and First Tier Subcontract Awards	OCT 2016
52.212-4	Contract Terms and Conditions—Commercial Items	JAN 2017
52.217-7	Option for Increased Quantity-Separately Priced Line Item	MAR 1989
52.217-8	Option to Extend Services (a) Fill-In Date: 5 Days	NOV 1999
52.217-9	Option to Extend the Term of the Contract (a) Fill-In Dates: 30 (c) 60 months	MAR 2000

**52.252-2 GSAM CLAUSES INCORPORATED BY REFERENCE**

The full text of a provision may be accessed electronically at: GSAM website:  
<https://www.acquisition.gov/gsam/gsam.html>

Clause No	Clause Title	Date
552.212-71	Contract Terms and Conditions Applicable to GSA Acquisition of Commercial Items	JUNE 2016
552.212-72	Contract Terms and Conditions Required to Implement Statutes or Executive Orders Applicable to GSA Acquisition of Commercial Items	JUNE 2015

**Security Clauses Incorporated by Reference**

Clause No	Clause Title	Date
FAR 52.204-2	Security Requirements	(Aug 1996)
FAR 52.204-9	Personal Identity Verification of Contractor Personnel	(Jan 2011)
FAR 52.224-1	Privacy Act Notification	(Apr 1984)
FAR 52.224-2	Privacy Act	(Apr 1984)
FAR 52.239-1	Privacy or Security Safeguards	(Aug 1996)
FAR 52.204-21	Basic Safeguarding of Covered Contractor Information Systems	(June 2016)
GSAR 552.204-9	Personal Identity Verification Requirements	(Oct 2012)
GSAR 552.239-70	Information Technology Security Plan and Security Authorization	(June 2011)
GSAR 552.239-71	Safeguarding Sensitive Data and Security Requirements for Unclassified Information Technology Resources	(Jan 2012)

**4.1.2 GSA IT Security Policies Incorporated by Reference****Safeguarding Sensitive Data and Information Technology Resources**

- (a) In accordance with FAR 39.105, this section is included in the contract.
- (b) This section applies to all who access or use GSA information technology (IT) resources or sensitive data, including awardees, contractors, subcontractors, lessors, suppliers and manufacturers.
- (c) The GSA policies as identified in paragraphs (d), (e) and (f) of this section are applicable to the contract. These policies can be found at <http://www.gsa.gov/directives>.
- (d) All of the GSA policies listed in this paragraph must be followed.

- (1) CIO P 1878.1 GSA Privacy Act Program
- (2) CIO P 1878.2 Conducting Privacy Impact Assessments (PIAs) in GSA
- (3) CIO P 2100.1 GSA Information Technology (IT) Security Policy
- (4) CIO P 2180.1 GSA Rules of Behavior for Handling Personally Identifiable Information (PII)
- (5) CIO 9297.1 GSA Data Release Policy
- (6) CIO 9297.2 GSA Information Breach Notification Policy

- (e) All of the GSA policies listed in this paragraph must be followed, when inside a GSA building or inside a GSA firewall.

- (1) CIO P 2100.2 GSA Wireless Local Area Network (LAN) Security
- (2) CIO 2100.3 Mandatory Information Technology (IT) Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities
- (3) CIO 2104.1 GSA Information Technology IT General Rules of Behavior
- (4) CIO P 2181.1 GSA Homeland Security Presidential Directive 12 (HSPD-12) Personal Identity Verification and Credentialing
- (5) CIO 2182.2 Mandatory Use of Personal Identity Verification (PIV) Credentials
- (6) ADM P 9732.1 Suitability and Personnel Security

- (f) The GSA policies listed in this paragraph must be followed.

- (1) \_ CIO 2102.1 Information Technology (IT) Integration Policy
- (2) \_X CIO 2105.1 GSA Section 508: Managing Information and Communication Technology (ICT) for Individuals with Disabilities
- (3) \_ CIO 2106.1 GSA Social Media Policy
- (4) \_ CIO 2107.1 Implementation of the Online Resource Reservation Software
- (5) \_ CIO 2108.1 Software License Management
- (6) \_X CIO 2160.2 GSA Electronic Messaging and Related Services
- (7) \_ CIO 2160.4 Provisioning of Information Technology (IT) Devices
- (8) \_X CIO 2162.1 Digital Signatures
- (9) \_X CIO P 2165.2 GSA Telecommunications Policy
- (10) \_X CIO 01-02 GSA IT Security Procedural Guide: Incident Response
- (11) \_ CIO 04-26 GSA IT Security Procedural Guide: FISMA Implementation
- (12) \_ CIO 06-29 GSA IT Security Procedural Guide: Contingency Planning
- (13) \_ CIO 06-30 GSA IT Security Procedural Guide: Managing Enterprise Risk, Security Assessment and Authorization, Planning, and Risk Assessment
- (14) \_X CIO 07-35 GSA IT Security Procedural Guide: Web Application Security
- (15) \_ CIO 09-44 GSA IT Security Procedural Guide: Plan of Action and Milestones (POA&M)
- (16) \_ CIO 09-48 GSA IT Security Procedural Guide: Security Language for IT

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## Acquisition Efforts

- (17) \_ CIO 11-51 GSA IT Security Procedural Guide: Conducting Penetration Test Exercises
- (18) \_ CIO 12-66 GSA IT Security Procedural Guide: Information Security Continuous Monitoring Strategy
- (19) \_ CIO 12-67 GSA IT Security Procedural Guide: Securing Mobile Devices and Applications
- (20) \_ CIO 14-69 GSA IT Security Procedural Guide: SSL/TLS Implementation

(g) The contractor and subcontractors must insert the substance of this section in all subcontracts.

#### **4.1.3 Clauses Incorporated by Full Text:**

The following clauses are incorporated by full text, and made a part of, the resultant task order:

#### **52.232-40 PROVIDING ACCELERATED PAYMENT TO SMALL BUSINESS SUBCONTRACTORS (DEC 2013)**

- (a) Upon receipt of accelerated payments from the Government, the Contractor shall make accelerated payments to its small business subcontractors under this contract, to the maximum extent practicable and prior to when such payment is otherwise required under the applicable contract or subcontract, after receipt of a proper invoice and all other required documentation from the small business subcontractor.
- (b) The acceleration of payments under this clause does not provide any new rights under the Prompt Payment Act.
- (c) Include the substance of this clause, including this paragraph (c), in all subcontracts with small business concerns, including subcontracts with small business concerns for the acquisition of commercial items.

(End of clause)

#### **4.1.4 Task Order Level Clauses Incorporated in Full Text**

#### **52.217-9 Option to Extend the Term of the Contract (Mar 2000)**

- (a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 90 days before the contract expires. The preliminary notice does not commit the Government to an extension.
- (b) If the Government exercises this option, the extended contract shall be considered to include this option clause.
- (c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed sixty months.

(End of clause)

The following clauses are incorporated by reference, and made a part of, the resultant task order:

Clause No	Title	Date
52.217-9	Option to Extend the Term of the Contract (a) Fill-In Dates: 30	MAR 2000

	(c) 60 months	
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#### 52.232-19 Availability of Funds for the Next Fiscal Year (Apr 1984)

Funds are not presently available for performance under this contract beyond the base year period of performance. The Government's obligation for performance of this contract beyond that date is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise for performance under this contract beyond the base year period of performance, until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing by the Contracting Officer.

Clause No	Title	Date
52.217-8	Option to Extend Services (a) Fill-In Date: 5 Days	NOV 1999

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## 4.2 INDIVIDUALS AUTHORIZED TO COMMIT THE GOVERNMENT

For purposes of the resultant Task Order, only the GSA OIA Contracting Officer, acting within the scope of their warrant authority, are empowered to execute contract actions, and any necessary modifications thereto.

The Contracting Officer is the only person authorized to approve any changes in the scope of work for this requirement. In the event the contractor effects any changes at the direction of any person other than the Contracting Officer, the changes shall be considered to have been made without authority and no adjustment will be made in the contract price to cover any increase of expenses incurred as a result thereof.

The Primary Contracting Officer for the Task Order shall be as follows:

Nina Malakouti-Zamir, E-mail: [nina.malakouti@gsa.gov](mailto:nina.malakouti@gsa.gov), Tel.: 703-605-2742

## 4.3 CONTRACTING OFFICER'S REPRESENTATIVE (COR)

Any individual delegated as the Contracting Officer's Representative (COR) under the resultant Task Order shall be limited to technical cognizance and performance oversight. The COR shall not at any time execute contract actions or modifications therein. The Contracting Officer shall issue a formal COR appointment letter, to be included with the resultant task order award package, and shall provide a copy to the Contractor. Responsibilities and limitations on authority specific to the resultant Task Order shall be identified within the appointment letter. Any changes to the COR or assigned duties therein shall be made in writing by the Contracting Officer.

The Contracting Officer's Representative (COR) and/or Program Manager shall assist in monitoring the contractor's performance. The contractor's performance shall be evaluated by the COR and Program Manager unless otherwise required.

The COR shall contact the Contracting Officer for any changes needed on the requirement. The Primary Contracting Officer's Representative for the Task Order shall be as follows:

Latosha Frink, E-mail: latosha.frink@gsa.gov, Tel: (703) 596-2056

The Alternate Contracting Officer's Representative for the Task Order shall be as follows:

Anethra Facione, E-mail: anethra.facione@gsa.gov, Tel: (202)208--4127

## 4.4 FUNDING AND PAYMENT

### **4.4.1 Prompt Payment Requirements**

Payments will be processed in accordance with FAR Clause 52.212-4(i) Payments as supplemented and deviated from in GSAM Clause 552.212-4.

### **4.4.2 Invoices**

The Contractor shall submit billings not more than monthly in accordance with the instructions below.

#### **Submission of Original Invoices:**

Invoices shall be submitted no later than the fifteenth calendar day of the month following performance and must be accompanied by all monthly status reports submitted during that period. The COR and CO shall receive a copy of the invoice and all supporting documentation. This can be done before, but no later than, the same time as invoice submission to the GSA Finance Office.

Invoices are authorized for payment upon the Government's receipt and acceptance of deliverables specified in the contract and the receipt of a valid invoice. Invoices, to be proper and payable, must include the following information:

1. Name and address of the Contractor, and
2. Invoice date and number, and
3. Contract Number, Order Number, and Pegasys Document Number (PDN) (listed in Block 20 of the SF-1449 or Block 4 of SF-300), any Contract Line Item Numbers, and the project title (Project and Operations Management Support Services) and
4. Description of the services provided including quantity, unit of measure, unit price and extended price of the item(s) delivered; period of service and/or dates that services were provided, etc., and
5. Name and address of contractor Point of Contact (POC) to whom payment is to be sent, and
6. Name, title, and phone number of person to be notified in event of defective invoice; and
7. Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice.

**For any payment requests involving the optional labor-hour tasks on the task order award, the contractor must submit copies of the timesheets, previously reviewed and approved by the COR with the invoice request. The contractor must also include the burn rate for optional LH tasks on each invoice submission.**

The Contractor shall submit an original invoice for payment to GSA Financial Operations & Disbursement Division via the Vendor and Customer Self Service (VCSS) system. The contractor must register in VCSS in order to submit invoices electronically to the following web-based site:

<https://vcss.ocfo.gsa.gov>.

Electronic Submission: The Vendor and Customer Self Service (VCSS) system, implemented

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by the General Services Administration (GSA), is a web-based application that allows vendors to create and process their invoices electronically (paperless) and track the status of payments made by GSA, and allows customers to view billing and payment information.

GSA Accounts Payable Contact Details:

GSA, Attn: BCEB, PO Box 419279, Kansas City, MO 64141

1-800-676-3690

Email: [kc-accts-payable.finance@gsa.gov](mailto:kc-accts-payable.finance@gsa.gov)

***Copies of invoices shall be emailed to the designated Contracting Officer Representative (COR) that will be appointed following award of this task order.***

## 4.5 CONTRACTOR PERFORMANCE ASSESSMENT REPORTING SYSTEM (CPARS):

GSA OIA shall prepare evaluations of contractor's performance under the resultant Task Order. In addition to a final CPARS assessment, interim evaluations shall also be completed annually. The contractor shall designate an appropriate point of contact (including name, telephone number and email) for use in registration of the resultant task order in the CPARS system for use in completing performance assessments. Performance assessments will be routed to this individual through the CPARS portal for coordinating comments with the Contractor in accordance with FAR Section 42.1502. Any updates to the identified point of contract shall be made in writing to the Contracting Officer within five (5) business days to ensure timely update of the communication matrices housed within the CPARS portal.

## 4.6 SECURITY

The Contractor shall ensure proper security of information, documents, personnel, and equipment throughout the life this contract supporting GSA's OGP organization. The Contractor is responsible for providing safe and secure locations consistent with the requirements of 38 U.S.C. §5725, any resulting TO may require the support of Contractor access to sensitive and/or personal information. Accordingly, the Contractor shall be liable to GSA for liquidated damages to equipment and in the event of a data breach or privacy incident involving any sensitive personal information the Contractor processes or maintains under the this contract. At the close of each work period, the support Contractor personnel working at the Government facility or remotely, having access to Government equipment, systems and materials shall ensure all Government furnishings, information, equipment, and personnel be safely secured.

### **4.6.1 Contractor Non-Disclosure Requirements and Organizational Conflict of Interest**

a. Contractors may require access to program sensitive information or pre-decisional, sensitive information, and may be required to complete non-disclosure forms. The forms will restrict any use of inside information as procurement sensitive. Non-disclosure forms will be kept on file with the COR.

b. The Contractor may have access to information by virtue of their performance under this contract that could give rise to a potential (real or perceived) Organizational Conflict of Interest (OCI). Therefore, the Contractor shall ensure that it remains free from or satisfactorily mitigates any potential (real or perceived) OCI associated with this effort by providing written notice, and its proposed mitigation plan, to the Contracting Officer as soon as practicable after identifying the potential OCI. The Contracting Officer will consider

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the proposed mitigation plan and take whatever steps necessary to protect the Government's best interest.

#### **4.6.2 Data Security and Privacy**

The contractor shall be responsible for properly protecting all information used, gathered, disclosed, or developed as a result of work under this contract. The contractor shall also protect all government data by treating information as sensitive. All information gathered or created under this contract shall be considered as confidential information. It is anticipated that this information will be gathered, created and stored within the primary work location. If contractor personnel must remove any information from the primary work area they should protect it to the same extent they would their proprietary data and/or company trade secrets. The information shall not be disclosed, copied, modified, used (except in completion of a task order) or otherwise disseminated to any other person or entity at any time to include, but not limited to inclusion in any database external to GSA without GSA's expressed consent.

The use of this data is subject to the Privacy Act will be utilized in full accordance with all rules of conduct as applicable to Privacy Act Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

#### **4.6.3 Data Rights**

The Government shall have unlimited use rights, at no additional cost to the Government, for all intellectual property developed or delivered in accordance with a task order. This right does not abrogate any other Government rights. Anything produced belongs to the Government with no restrictions. Anything that is licensed, copyrighted to be used in deliverables to the Government must be identified prior to award of each task order and approval made by GSA.

Government data rights of software deliverables shall be in accordance with FAR 52.227-19 Commercial Computer Software License and/or FAR 52.227-14 Rights in Data - General.

Ownership of data entered into any and all systems, system documentation, all deliverables produced in the performance of this contract, and other related system information shall reside with the Government.

#### **4.6.4 Facilities Security**

The Federal Acquisition Regulation (FAR) Council requires that all federal entities ensure that all Contractors have current and approved security background investigations that are equivalent to investigations performed on Federal employees.

In accordance with Homeland Security Presidential Directive 12 (HSPD-12) and GSA regulations, contractor employees who required access to GSA facilities and IT systems, must receive a successful determination from the security clearance process to receive a GSA Access Card (Access Card). At the minimum, At the minimum, contractor must submit the necessary paperwork to conduct a National Agency Check with Inquiries (NACI) background investigation for each proposed personnel prior to working on the contract.. Successful results from the FBI National Criminal History Check (i.e., fingerprint check) portion must be received before an Access Card can be issued. An individual contractor's failure to return satisfactory results from the background investigation will result in immediate removal of that contractor.

The vendor will adhere to all GSA facility security requirements and information technology security requirements. Contractor employees without government issued identification badges shall be escorted while in the Government building.

The Contractor shall return all badges to the government on the same day that an individual

employee is terminated, and/or upon termination or completion of the Call Order. The Contractor shall notify the Government immediately of any lost or stolen badges.

The Government assumes financial responsibility for any fees connected to the clearance process for contractor employees and the issuance and/or maintenance fees for the Access Card.

#### **4.6.5 Copyright Notice**

The Contractor shall place the following copyright notice on all materials, documents, deliverables, etc. developed during performance of this contract.

This work, authored by [contractor name] employees, was funded in whole or in part by federal funds under U.S. Government contract [number] and is, therefore, subject to the following license: The government is granted for itself and others acting on its behalf a paid-up, nonexclusive, irrevocable, worldwide license in this work to use, reproduce, modify, prepare derivative works, disclose, distribute copies to the public, and perform publicly and display publicly, by or on behalf of the government. All other rights are reserved by the copyright owner.

For purposes of clarity, the intent of the government is for intellectual property to be vested in the Federal Government for work paid for by the Federal Government. All documents, graphics, and code created under this contract are the intellectual property of the Federal Government including, but not limited to, plans, reports, schedules, software code, software designs, graphics, etc. In the event that the Federal Government implements under this contract open-source software and pays for the cost of the implementation of open-source software, the final changes and edits to the code and configuration (such as work to integrate plug-ins) are the intellectual property of the Federal Government.

#### **4.6.6 Warranties**

The contractor warrants that:

- a. Its own creative work will be original and subject to legal protections.
- b. It assigned to the Federal Government all rights, permissions, consents, and release whatsoever that are necessary and sufficient to vest in the Federal Government ownership of, and unrestricted right to use photography, videos, theme, tag line, graphics, marketing collateral created or used under this Task Order, in perpetuity, without violating or infringing any copyright and individual relating to the use of their/his/her voice or likeness. In addition, the contractor warrants and represents that it has obtained all necessary permissions relating to the use of an individual's likeness contained within deliverable submitted and accepted under this Task Order.

#### **4.6.7 Other Direct Costs (ODC)**

The total aggregate amount of Other Direct Costs will not exceed \$25,000 for any one given year. The value of any ODC needed is to be absorbed into the total aggregate ceiling of this order. Any requirement of ODC's will be expressly listed in the task order request issued to the vendor for quotation or will require a modification by the Contracting Officer. **The Government does not anticipate a need for ODCs for the firm-fixed-price line items being offered.**

In the event any agreed to ODC requirement is not available on the contractor schedule, and is considered an open market purchase the "Terms of Services" must be reviewed by the Contracting Officer and Legal to ensure federal friendly terms prior to delivery of any tool or software or code.





## **SECTION V Price Schedule**

### **5.0 GENERAL**

Vendors shall prepare their price quotations for the Task Order (Tab 1 through 5 using the attached mandatory Price Schedule template in MS Excel format. Vendors must ensure that their price quotations include proposed pricing for all tasks, CLINs, and deliverables as set forth in the SOO.

Price quotations that do not conform to the format in the attached Price Schedule template may be rejected and receive no further consideration for award purposes. Vendors shall indicate clearly only labor categories and associated hourly rates as set forth on their Schedule Contract.